Minutes of the May 12, 2020 Information Technology meeting held in the Dodge County Administration Building, in Room# 1I & 1H First Floor in the Dodge County Administration Building, 127 E. Oak Street, Juneau, WI at 5:30 PM

Meeting called to order at 5:30 p.m. by Committee Chair Maly

Roll Call

Members Present:	Donna Maly (*in-person*), Tim Kemmel (*in-person*), Kevin Burnett (*computer*) David Guckenberger (*in-person)*, Robert Boelk (*in-person*).
Members Absent /Excused:	None
Also Present:	Justin Reynolds – County IT Director (*in-person*)

Welcome New Committee Member
IT Committee welcomed Robert Boelk as the new committee member. Boelk briefly shared his experience related to Information Technology industry.

Elect Chairman, Vice Chairman and Secretary of Information Technology Committee
Motion by Burnett to nominate David Guckenberger as Chairman of IT Committee, no other nominations, all in favor, motion carried.
Motion by Kemmel to nominate Donna Maly as Vice Chairman of IT Committee, no other nominations, all in favor, motion carried.
Motion by Maly to nominate Tim Kemmel as Secretary of IT Committee, no other nominations, all in favor, motion carried.

Set Meeting Date, Place, and Time
Motion by Guckenberger to schedule meetings the 1st Tuesday of each month @ 5:30pm. Discussion, all in favor, motion carried.

Discuss Options for Distribution of Agenda and Packet
Guckenberger proposed to keep the agenda and packet distribution by electronic mail. All in favor.

Public Comment: None

Previous Committee Meeting Minutes:
Motion by Kemmel, 2nd by Burnett to approve the minutes of the April 7th, 2020 Committee meeting. Boelk abstention, absent previous meeting. All in favor, motion carried.

Meeting Per Diem(s)
Review, Consider, Discuss and Take Action: Meeting Per Diem(s) Chair Donna Maly – ERP Project: Motion by Kemmel, 2nd by Guckenberger to approve meeting per diems. Maly abstention. All in favor, motion carried.

Department Policies
Update, Discuss:
IT Policy Framework
Reynolds shared the recommended IT Policy Framework, which includes IT Governance Policy, IT Compliance Policy, IT Operations Policy, IT Security Policy, and IT Services Policy. Reynolds shared the IT Governance Policy will set the framework, definitions, and policy development process with the help of an IT Policy Advisory Group. Reynolds shared the IT Compliance Policy will recognize and document the IT related compliance and regulations for the County. Reynolds shared the IT Operations Policy will focus on IT management by documenting the change and asset management procedures. Reynolds shared the IT Security Policy will focus on IT security requirements and recommendations. Reynolds shared the IT Services Policy will focus on IT end users services and best practices. Reynolds shared most of the IT Policies are ten plus years old, and Dodge County has the following Human Resources Policies related to the Information Technology: Acceptable Computer Use, Social Media, Use of Telephones and Other Communication Equipment, and a Texting Policy. Dodge County has Boelk inquired about the redundancy between the HR and IT Policies, and how would the policies be communicated and apply to staff members. Reynolds shared the IT Compliance, and IT Services Policies would be referenced within the HR Policies, and would add information to the HR Polices, not duplicate. Reynolds Shared the IT Governance, Operations, and IT Security Policy would also be referenced, but more tailored to the IT Department staff members, which the IT Department staff members would need to recognize by signing. Reynolds shared the recently approved HR Telecommuting Policy is more Human Resources related information with some Information Technology technical information, and a future IT Telecommuting Policy would be referenced within the HR Policy with more technical information. Maly inquired whether the IT Policy Framework is similar to a Project Charter, and would be an IT Policy Charter. Reynolds confirmed that the IT Policy Framework will be similar to a Project Charter.

IT Policy Risk Assessment
For IT Policy prioritization, Reynolds shared the approach of prioritizing policy development by gathering a list of potential policies tied to compliance, define the potential policy risks, and then develop a roadmap of IT policy development.

Department Continuous Improvement
Update, Discuss:
InfoTech – Dodge Co. IT Dept. Annual Services Survey(s)
Reynolds shared the updated first annual IT Satisfaction survey with a response rate of 76%. Reynolds shared the 2020 IT Satisfaction survey results will be used as a baseline for the 2021 IT Satisfaction survey results, which will indicate measurable changes year to year. Maly inquired regarding the target percentage of improvement for next year, which Reynolds shared a good target should be 80% approval rating for all County Departments. Base on the final results, Reynolds shared a target goal is to improve IT services feedback from Sheriff's Office and Human Services. Reynolds shared the survey results will provide annual key performance indicator metrics for continuous improvement and data driven decisions to meet the needs of the County operations. Guckenberger shared the recommendation to schedule a similar survey next year for data comparison.

Information Technology Strategic Action Steps
Review, Consider, Discuss and Take Action:
USAC Rural Health Care Funding Program
Reynolds shared Dodge County is looking to apply for federal funding programs, such as the FCC COVID Telehealth and USAC Rural Health Care Funding Programs. Reynolds shared the FCC funding program will provide immediate support to eligible health care providers responding to COVID-19 pandemic by fully funding their telecommunications services, information services, and devices necessary to provide critical connect care services. The USAC funding program may provide future funding for telecommunications services, and information services annually. Motion by Kemmel, 2nd by Maly to approve Dodge County application for potential federal IT funding programs. All in favor, motion carried.

Information Technology Project Status Report:
Review, Consider, Discuss, and Take Action:
May 7th, **Courthouse Audio/Visual Project** status, Reynolds shared the final project documentation has been delivered, and we anticipate our internal review to be completed by May 10th, which the final project payment will be issued. Reynolds shared the unused budget is approximately $19,000. Reynolds shared the Courthouse A/V Project is now completed and closed.

May 7th, **ERP Financial Project** status, Reynolds/Maly shared the ERP Project latest activity included: bank reconciliation training, reports training, Phase-1 Closure, project tracking activity, and lessons learned being reviewed. Reynolds/Maly shared the bank reconciliation has some challenges, which the team is working through together with Tyler Munis.

For the **Technical Services Projects,** Reynolds shared the 2020 Computer Refresh computers have been delivered, and the team is starting to deploy. Reynolds shared the team is also looking at updating the computer management system and computer policy audit.

For the **Data Information Systems Projects,** Reynolds shared the Human Services (HS) system project has been completed on schedule and on budget. IT Committee and Reynolds shared their appreciation. Reynolds shared the Human Resources Benefit Enrollment Portal project is in-progress, and the team will schedule the kick-off call for the v8.1 project soon, which the target completion is late-2020.

For the **Computer & Network Infrastructure Projects,** Reynolds shared the Clearview UPS system upgrade has been completed, and the 2020 Infrastructure Refresh hardware is being delivered. The installation services are to be schedule soon to ensure the new hardware replaces the current end-of-life hardware. Reynolds shared the Network Services and Technical Services teams will collaborate during the computer policy audit and re-deployment.

Dodge Co. COVID-19 IT Requests Summary
Reynolds shared a brief updated regarding the County's COVID-19 IT requests, going well, and similar to previous IT Committee meeting.

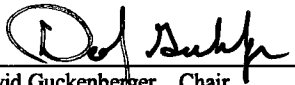**Dodge Co. IT Department Projects Executive Summary**
As of April 7th, Reynolds shared the updated IT project portfolio for requested projects throughout the County, which the IT Team will be updating on a weekly bases to target action plans.
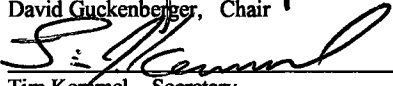
Future Agenda Items:
None

Next Meeting Date: Tuesday, June 2, 2020 at 5:30 p.m. – 1st Floor Multipurpose Room#1H & 1I Auditorium
IT Committee Meetings scheduled – 1st Tuesday of each month @ 5:30pm

Adjournment: Motion by Kemmel, 2nd by Maly to adjourn the meeting at 6:58 p.m. All in favor, motion carried.

_____   June 2, 2020
David Guckenberger, Chair   Date

_____   June 2, 2020
Tim Kemmel, Secretary   Date